

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

MI 7 Measurement: Only Reported in MI	
Errors in Customer Record Update Files	
Definition:	
Errors in Customer Record Update Files measures the number of customer record updates (CRU) with errors as a percentage of the total number of CRU's processed in the reporting period.	
Exclusions:	
None	
Business Rules:	
Electronic CRU files are received by the gateway which is the front-end to the 911 system. Manual CRU files are received via fax. An erred CRU is defined as a CRU that did not pass the series of edit checks and therefore, was not sent to the Selective Router /Automatic Location Identifier database. This measure is calculated on a per record (CRU) basis not a per file basis. For example, 1 CRU file containing 100 records, 2 records with errors, would produce an error rate of 2%.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Manually Received • Electronically Received 	
Calculation:	Report Structure:
(# of Erred Customer Record Updates Received / Total Customer Record Updates) * 100	Reported for CLEC, all CLECs, the aggregate of Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None	
Tier 2 - None	
Benchmark:	
Parity with Ameritech Retail	

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No Change – Measurement Type Updated Per MI Remedy Plan Ruling

104. Measurement: (In Michigan —subsumed by MI 8 (see next page)

Average Time Required to Update 911 Database (Facility Based Providers)

Definition:

The average time it takes to update the 911 database file.

Exclusions:

None

Business Rules:

The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.

Levels of Disaggregation:

None

Calculation:

$[\Sigma(\text{Date and time data processing begins - date and time data processing ends})] \div \text{total files}$

Report Structure:

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Low~~
~~Tier 2 None~~

	IL	IN	OH	WI
Tier 1	Low	Low	Low	Low
Tier 2	None	None	None	None

Benchmark:

Parity with Ameritech Retail.

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No Change

MI 8 Measurement: Only Reported in MI	
Customer Record Update Files Not Updated by the Next Business Day	
Definition:	
Customer Record Update Files Not Processed by the Next Business Day measures the number of customer record update (CRU) files that are not processed by the end of the next business day, as a percentage of the total number of CRU files received that are processed in the reporting period.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
Electronic CRU files are received by the gateway, which is the front-end to the 911 system. Manual CRU files are received via fax. A customer record update (CRU) is defined as a change to end-user information, such as telephone number, name and/or address. A Customer Record Update may affect more than one customer record. Customer Record Updates are submitted in batch as a Customer Record Update file. An electronic CRU file is the combination of multiple customer record updates. If the file is created systematically (i.e. every hour) it may contain zero customer record updates. A business day is defined as Monday through Friday, 12:00 a.m. to 11:59 p.m. Mountain Time. The next business day is defined as the following business day by midnight (i.e., a file received at the gateway on a Tuesday at 8:00 a.m. needs to be processed by Wednesday at midnight). Files received at the gateway on Saturday, Sunday or Holidays [currently defined as the eight (8) recognized Ameritech holidays] will be considered as received on the next business day (i.e., a file received on Saturday will be considered "received" on Monday and must be processed by Tuesday at midnight).	
Levels of Disaggregation:	
<ul style="list-style-type: none"> Manually Received Electronically Received 	
Calculation:	Report Structure:
(# of Received CRU Files Not Processed by the Next Business Day / Total Received CRU Files Processed) * 100	Reported for CLEC, all CLECs, the aggregate of Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None	
Tier 2 - None	
Benchmark:	
Parity with Ameritech Retail	

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Agreed

104.1 Measurement:	
The Average Time It Takes To Unlock the 911 Record	
Definition:	
The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.	
Exclusions:	
CLEC caused delayed unlocks	
Business Rules:	
The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{[\text{Sum (SOC Date - date 911 record is unlocked)}] / \# \text{ of 911 records to be unlocked}}{\text{Total 911 database unlocks}}$	Reported for individual CLEC, and all CLECs and Ameritech affiliates
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

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Poles, Conduit and Rights of Way

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

105. Measurement:	
Percentage of Requests Processed Within 35 Days	
Definition:	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of requests processed within 35 days ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 Low Tier 2 None	
	IL IN MI OH WI
Tier 1	Low Low Med Low Low
Tier 2	None None None None None
Benchmark:	
90% within 35 days = IN, MI, OH, WI; Parity with Ameritech Retail = IL	

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No Change

106. Measurement:	
Average Days Required to Process a Request	
Definition:	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma(\text{Date request returned to CLEC} - \text{date request received from CLEC}) \div \text{total requests}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
90% within 35 days = IN, MI, OH, WI; Parity with Ameritech Retail = IL	

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Collocation

New version of PM#107 replaces previous version

107. Measurement

Percentage Missed Collocation Due Dates

Definition:

The percentage of AIT caused missed due dates for collocation projects.

Exclusions:

None

Business Rules:

The clock starts when AIT receives, in compliance with the Commission Order, approved interconnection agreement or effective tariff, whichever is applicable, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies AIT of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for AIT to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by AIT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:

- CLEC return to AIT corrected and complete floor plan drawings.
- CLEC placement of required component(s).

If the business rules and Commission Order, approved interconnection agreement or effective tariff, whichever is applicable, are inconsistent, then these business rules are superceded.

Levels of Disaggregation:

Physical

- Caged
- Shared Caged
- Caged Common
- Cageless
- Adjacent On-site
- Adjacent Off-site
- Augments to Physical Collocation
- Virtual
- Augments to Virtual.

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<u>Calculation:</u> <u>(count of number of AIT caused met due dates for collocation facilities ÷ total number of collocation projects) * 100</u>	<u>Report Structure:</u> <u>Reported for individual CLEC and all CLECs and AIT affiliate</u>				
<u>Measurement Type:</u>					
	<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>
<u>Tier 1</u>	<u>High</u>	<u>High</u>	<u>Med</u>	<u>High</u>	<u>High</u>
<u>Tier 2</u>	<u>High</u>	<u>High</u>	<u>Med</u>	<u>High</u>	<u>High</u>
<u>Benchmark:</u>					
<u>95% met within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply.</u>					

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Deleted - Replaced with TX v2.0 Version of #107

107. Measurement:	
Percentage Missed Collocation Due Dates	
Definition:	
The percentage of Ameritech caused missed due dates for collocation projects.	
Exclusions:	
None	
Business Rules:	
The clock starts when Ameritech receives an accurate and complete application form for space from the CLEC and the clock stops when the collocation space is turned over to the CLEC for their occupancy at the walk-through. If the walk-through is scheduled after the due date, then the clock stops on the due date. Due Date Extensions will be extended when mutually agreed to by Ameritech and the CLEC. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.	
Levels of Disaggregation:	
<input type="checkbox"/> Physical <input type="checkbox"/> Virtual <input type="checkbox"/> Cageless <ul style="list-style-type: none"> • Additions 	
Calculation:	Report Structure:
$\left(\frac{\text{\# of Ameritech met due dates for collocation facilities} - \text{total collocation completions}}{\text{total collocation completions}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - High Tier 2 - High	
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late - IN, MI, OH, WI, IL - Parity with Ameritech affiliate	

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Agreed

108. Measurement:	
Average Delay Days for Ameritech Missed Due Dates	
Definition:	
The average delay days caused by Ameritech to complete collocation facilities.	
Exclusions:	
None	
Business Rules:	
The clock starts when Ameritech receives an accurate and complete application form for space from the CLEC and the clock stops when the collocation space is turned over to the CLEC for their occupancy at the walk-through. If the walk-through is scheduled after the due date, then the clock stops on the due date. Due Date Extensions will be extended when mutually agreed to by Ameritech and the CLEC. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• Physical.• Virtual• Cageless• Additions	
Calculation:	Report Structure:
$\Sigma(\text{Date collocation work completed} - \text{collocation due date}) \div \text{Ameritech caused missed collocation completions.}$	Reported for CLEC, all CLECs, and Ameritech Affiliate..
Measurement Type:	
Tier 1 - Low Tier 2 - None	
	IL IN MI OH WI
Tier 1	Low Low Med Low Low
Tier 2	None None None None None

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Benchmark:

Delay days not to exceed 10% of standard interval for IN, MI, OH and WI.

- Physical - 90 days standard interval, 10% of std interval = 9 Business Days
- Virtual - 60 days standard interval, 10% of std interval = 6 Business Days
- Cageless - 60 days standard interval, 10% of std interval = 6 Business Days
- Additions - 90 days standard interval, 10% of std interval = 9 Business Days

IL = Parity with Ameritech Affiliate

10% of tariffed intervals for IN, MI, OH and WI.

- ☐ Physical - 9 Business Days
- ☐ Virtual - 6 Business Days
- ☐ Cageless - 6 Business Days
- ☐ Additions - 9 Business Days

IL = Parity with Ameritech affiliate.

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No Change – Measurement Type Updated Per MI Remedy Plan Ruling

109. Measurement:																			
Percent of Requests Processed Within the Established Timelines																			
Definition:																			
The percent of requests for collocation facilities processed within the established timelines.																			
Exclusions:																			
Weekends & Holidays.																			
Business Rules:																			
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote. Per FCC Order 99-48 (706 Collocations Requirements).																			
Levels of Disaggregation:																			
<ul style="list-style-type: none">PhysicalVirtualCagelessAdditions																			
Calculation:	Report Structure:																		
(# of requests processed within the timeline ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.																		
Measurement Type:																			
<div><div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div></div><div></div></div><div><div></div><div></div></div></div></div> <table><thead><tr><th></th><th>IL</th><th>IN</th><th>MI</th><th>OH</th><th>WI</th></tr></thead><tbody><tr><td>Tier 1</td><td>Low</td><td>Low</td><td>Med</td><td>Low</td><td>Low</td></tr><tr><td>Tier 2</td><td>None</td><td>None</td><td>None</td><td>None</td><td>None</td></tr></tbody></table>			IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
90% within 10 Business Days= IN, MI, OH, WI. IL = Parity with Ameritech affiliate																			

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Directory Assistance Database

Agreed

110. Measurement:					
Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs					
Definition:					
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory changes.					
Exclusions:					
<ul style="list-style-type: none">Weekends and Holidays.Updates Rejected updates due to incorrect/invalid data from the facility-based CLEC (e.g. missing a zip code, incomplete phone number, etc.)					
Business Rules:					
For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.					
Levels of Disaggregation:					
None = IN, MI, OH, WI					
Manual and Electronic = IL					
Calculation:	Report Structure:				
(# of updates completed within 72 hours ÷ total updates completed) * 100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.				
Measurement Type:					
Figure 1 - Low					
Figure 2 - None					
	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None
Benchmark:					
95% updated within 72 hours = IN, MI, OH, WI; IL = Manual orders are 95% updated within 72 hours. Electronic orders are parity with Ameritech Retail					

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No Change - Measurement Type Updated Per MI Remedy Plan Ruling

111. Measurement:						
Average Update Interval for DA Database for Facility Based CLECs						
Definition:						
The average update interval for DA database changes for facility based CLECs.						
Exclusions:						
<ul style="list-style-type: none">Weekends and holidaysRejected updates (e.g. missing a zip code, incomplete phone number)						
Business Rules:						
For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.						
Levels of Disaggregation:						
<ul style="list-style-type: none">None = IN, MI, OH, WIManual and Electronic = IL						
Calculation:			Report Structure:			
[Σ (8:00 a.m. of the day following the input into the DL database – Time update received from CLEC)] ÷ total updates completed			Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.			
Measurement Type:						
Fier 1 - Low Fier 2 - None						
	IL	IN	MI	OH	WI	
Fier 1	Low	Low	Med	Low	Low	
Fier 2	None	None	None	None	None	
Benchmark:						
48 Hours = IN, MI, OH, WI IL = Manual are 48 hours. Electronic orders are parity with Ameritech Retail.						

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No Change – Measurement Type Updated Per MI Remedy Plan Ruling

112. Measurement:

Percentage DA Database Accuracy For Manual Updates

Definition:

The percentage of DA records that were updated by Ameritech correctly. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly.

Exclusions:

- Errors not submitted within 10 days of order confirmation receipt.
- CLEC caused errors

Business Rules:

For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.

Levels of Disaggregation:

None

Calculation:

(# of manual updates without Ameritech caused errors ÷ Total updates processed) *100

Report Structure:

Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Low~~
~~Tier 2 None~~

	H	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

97%

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Agreed

113. Measurement:																			
Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention																			
Definition:																			
Percentage of electronic updates from entry to distribution that progress through Ameritech ordering systems to ALPSS.																			
Exclusions:																			
<ul style="list-style-type: none">• Updates rejected Updates due to incorrect/invalid data received from the CLEC (e.g. missing zip code, incomplete phone number, etc.).																			
Business Rules:																			
The number of updates, that flow through Ameritech's ordering systems and are passed to ALPSS without manual intervention, divided by the total number of updates issued within the reporting period.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
(# of updates of that flow through to ALPSS ÷ Total updates received in the month) * 100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.																		
Measurement Type:																			
<div><div><div>Tier 1</div><div>Tier 2</div></div><table><tr><td></td><td>IL</td><td>IN</td><td>MI</td><td>OH</td><td>WI</td></tr><tr><td>Tier 1</td><td>Low</td><td>Low</td><td>Med</td><td>Low</td><td>Low</td></tr><tr><td>Tier 2</td><td>None</td><td>None</td><td>None</td><td>None</td><td>None</td></tr></table></div>			IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
97% = IN, MI, OH, WI; IL = Parity with Ameritech Retail.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Coordinated Conversions

Agree

114. Measurement:

Percentage of Premature Disconnects (Coordinated Cutovers)

Definition:

Percentage of coordinated cutovers where Ameritech prematurely disconnects the customer 10 minutes or more prior to the scheduled conversion.

Exclusions:

None

Business Rules:

A premature disconnect occurs any time Ameritech disconnects the CLEC customer 10 or more minutes prior to the CLEC being on line.

Levels of Disaggregation:

- Coordinated Hot Cuts – LNP with Loop
- Frame Due Time – LNP with Loop
- LNP with UNE Loop

Calculation:

(# of prematurely disconnected
CHC/FDT LNP with Loop orders ÷
total coordinated CHC/FDT LNP
with Loop orders) * 100

Report Structure:

Reported for CLEC, all CLECs, and
Ameritech Affiliate.

Measurement Type:

~~Tier 1 High~~
~~Tier 2 High~~

	UL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

2% or less premature disconnects starting 10 minutes before scheduled time.

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Agreed

114.1 Measurement:	
CHC/FDT LNP with Loop Provisioning Interval	
Definition:	
The % of CHC/FDT LNP with Loop Lines completed by Ameritech within the established provisioning intervals.	
Exclusions:	
<ul style="list-style-type: none"> • CHC LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date). • CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow Ameritech the opportunity to complete CHC/FDT LNP with Loop within the designated interval. • IDLC (pair gain systems) identified on or before the due date. • Any order in the FMOD process 	
Business Rules:	
<p>The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC). For CHC orders, the clock starts when the CLEC calls the Ameritech LOC to start the conversion, and ends when the Ameritech technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the Ameritech technician completes the cross-connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.</p>	
Levels of Disaggregation:	
<p>CHC/LNP with loop</p> <ul style="list-style-type: none"> • < 10 lines • 10-24 lines <p>FDT/LNP with loop</p> <ul style="list-style-type: none"> • < 10 lines • 10-24 lines 	
Calculation:	Report Structure:
(Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines) * 100.	Reported by CLEC, all CLECs, and Ameritech Affiliate.

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Measurement Type:					
Tier 1	Medium				
Tier 2	Medium				
	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	Med	Med	Med	Med	Med
Benchmark:					
CHC/FDT LNP with Loop for < 10 Lines 90 % within one hour.					
CHC/FDT LNP with Loop for 10-24 Lines 90% within two hours.					

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Agreed

115. Measurement:

Percentage of Ameritech Caused Delayed Coordinated Cutovers

Definition:

Percentage of Ameritech caused late coordinated cutovers in excess of "x" (30, 60 and 120) minutes.

Exclusions:

- ~~None~~ Any order in the FMOD process

Business Rules:

A coordinated cutover is delayed if Ameritech is not ready within "x" (30, 60, and 120) minutes after the scheduled cut time.

Levels of Disaggregation:

- CHC LNP with Loop
- FDT LNP with Loop

Calculation:

$$\frac{(\# \text{ of Ameritech caused late coordinated } \underline{\text{CNC/FDT LNP with Loop}} \text{ orders in excess of "x" (30, 60 and 120) minutes} \div \text{total coordinated } \underline{\text{CNC/FDT LNP with Loop}} \text{ orders}) * 100}{}$$

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

High Low

High None

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

8% or less of Ameritech coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.

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Agreed

115.1 Measurement:	
Percent Provisioning Trouble Reports (PTR)	
Definition:	
Measures the percent of CHC/FDT circuits for which the CLEC submits a trouble report on <u>a completed order on</u> the day of conversion.	
Exclusions:	
<ul style="list-style-type: none"> • Reports for which the trouble is attributable to the Ameritech network (unless Ameritech had knowledge of the trouble prior to the due date) • IDLC (pair gain systems) identified on or before the due date. 	
Business Rules:	
The percent of CHC/FDT circuits for which the CLEC submits a trouble report on <u>a completed order on</u> the day of conversion, or before noon on the next business day.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • CHC • FDT 	
Calculation:	Report Structure:
(Count of CHC/FDT circuits for which the CLEC submits a trouble report on <u>a completed order on the day of conversion</u> or before noon on the next business day after conversion ÷ total # of CHC/FDT circuits converted) * 100.	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

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Agreed

115.2 Measurement:	
Mean Time To Restore – Provisioning Trouble Report (PTR)	
Definition:	
Average duration of the outage from the receipt of the PTR to the time it is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes Non-measured reports (CPE, Interexchange, and Information reports). • Excludes No access to the end user's location. 	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • CHC • FDT 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time PTR is closed with the customer}) - (\text{date and time PTR is received})] \div \text{total PTRs.}$	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
Diagnostic	

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NXX

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

117. Measurement:	
Percent NXXs Loaded and Tested Prior to the LERG Effective Date	
Definition:	
The percent of NXXs loaded and tested prior to the LERG effective date.	
Exclusions:	
None	
Business Rules:	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of NXXs loaded and tested by LERG effective date ÷ total NXXs loaded and tested) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
High	
High	
	IL IN MI OH WI
Tier 1	High High Med High High
Tier 2	High High Med High High
Benchmark:	
Parity	

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No Change – Measurement Type Updated Per MI Remedy Plan Ruling

118. Measurement:																			
Average Delay Days for NXX Loading and Testing																			
Definition:																			
Average calendar days from due date to completion date on company missed NXX orders.																			
Exclusions:																			
None																			
Business Rules:																			
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.																			
Levels of Disaggregation:																			
None																			
Calculation:	Report Structure:																		
$\Sigma(\text{Completion Date} - \text{LERG effective date}) \div \text{Total Ameritech caused late orders}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
Tier 1 Low Tier 2 None																			
	<table><tr><td></td><td>IL</td><td>IN</td><td>MI</td><td>OH</td><td>WI</td></tr><tr><td>Tier 1</td><td>Low</td><td>Low</td><td>Med</td><td>Low</td><td>Low</td></tr><tr><td>Tier 2</td><td>None</td><td>None</td><td>None</td><td>None</td><td>None</td></tr></table>		IL	IN	MI	OH	WI	Tier 1	Low	Low	Med	Low	Low	Tier 2	None	None	None	None	None
	IL	IN	MI	OH	WI														
Tier 1	Low	Low	Med	Low	Low														
Tier 2	None	None	None	None	None														
Benchmark:																			
Parity																			

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No Change – Measurement Type Updated Per MI Remedy Plan Ruling

119. Measurement:	
Mean Time to Repair	
Definition:	
Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
None	
Business Rules:	
The start time is when the report is received. The stop time is when the trouble report is cleared. Ameritech will contact the CLEC to close the trouble.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma(\text{Date and time trouble report is cleared with the customer} - \text{Date and time trouble report is received}) \div (\text{Total NXX trouble reports})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 High	
Tier 2 High	
	IL IN MI OH WI
Tier 1	High High Med High High
Tier 2	High High Med High High
Benchmark:	
Parity	

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Bona Fide Request Process (BFRs)

No Change

120. Measurement:	
Percentage of Requests Processed Within 30 Business Days	
Definition:	
Percentage of Bona fide requests processed within 30 business days.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech completes application processing.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of number of requests processed within 30 days ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None	
Tier 2 – None	
Benchmark:	
90% within 30 business days = IN, MI, OH, WI IL = Parity with Ameritech affiliate.	

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No Change – Measurement Type Updated Per MI Remedy Plan Ruling

121. Measurement:	
Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	
Definition:	
Percentage of quotes provided in response to bona fide requests within 45 business days.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of requests processed within 45 days ÷ total # of requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 High Tier 2 High	
	IL IN MI OH WI
Tier 1	High High Med High High
Tier 2	High High Med High High
Benchmark:	
90% within 45 business days = IN, MI, OH, WI; IL = Parity with Ameritech affiliate	

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Measurement MI.1 renumbered to 10.4

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No Change

MI 2 Measurement:	
Percentage of Orders Given Jeopardy Notices Within 24 Hours of the Due Date	
Definition:	
Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.	
Exclusions:	
<ul style="list-style-type: none"> • CLEC/End User Initiated Jeopardy Codes. • Weekends and Holidays. 	
Business Rules:	
An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1 day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies.	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Business class of service <ul style="list-style-type: none"> -- Field Work (FW) -- Non-Field Work (NFW) • Residence class of service <ul style="list-style-type: none"> -- Field Work (FW) -- Non-Field Work (NFW) <p>Resale Specials</p> <ul style="list-style-type: none"> • Field Work (FW) • Non-Field Work (NFW) <p>Unbundled Local Switching</p> <p>Unbundled Loops</p> <ul style="list-style-type: none"> -- With LNP -- Without LNP <p>UNE ComboUNE-Ps</p>	
Calculation:	Report Structure:
$\frac{[(\# \text{ of orders receiving an 870 within 24 hours of the order due date}) / (\text{Total orders receiving an 870})] * 100}{}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None	
Tier 2 - None	

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Benchmark:

Diagnostic - Parity with Ameritech Retail

1. Wholesale-POTS/ Retail-POTS
2. Unbundled Loops/ POTS with FW
3. ~~UNE Combo~~UNE-Ps/ Retail-POTS(ALL)